
About this guide

The purpose of this guide is to acquaint you with the Central Answering Position (CAP) used with the Option 11 series of systems. The information in this guide includes:

- A description of what the CAP is and a list of the required equipment.
- Procedures for configuring the CAP.
- Procedures for installing and removing key expansion modules.
- Procedures for logging onto the ACD queue.
- A description of the common CAP features, including step-by-step procedures on how to use these features.